

CLAIMS

1. A multimedia telecommunications Call Centre comprising a computer network adapted to carry addressed multimedia calls, a Gateway to the network
5 adapted to receive multimedia calls for transmission by the network, and a Call Manager arranged to effect addressing to a desired network node of received multimedia calls.
2. A Call Centre as claimed in Claim 1 including a Gatekeeper arranged to
10 control call access to the network.
3. A Call Centre as claimed in Claim 2 in which the Gatekeeper is controlled by the Call Manager.
- 15 4. A Call Centre as claimed in Claim 2 or Claim 3 in which the Gatekeeper comprises a node on the network.
5. A Call Centre as claimed in any one of Claims 2 to 4 in which the Gatekeeper communicates with the Call Manager across the network.
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6. A Call Centre as claimed in any one of Claims 2 to 5 in which the Gatekeeper communicates with the Call Manager using CSTA standard protocol.
7. A Call Centre as claimed in any one of Claims 2 to 6 in which the
25 Gatekeeper communicates with the Gateway across the network.
8. A Call Centre as claimed in any one of Claims 2 to 6 in which the Gatekeeper communicates with the Gateway using the International Telecommunication Union H.323 Standard Protocol.
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9. A Call Centre as claimed in any one of Claims 2 to 8 in which communications between the Gateway and the Call Manager are mediated by the Gatekeeper.

10. A Call Centre as claimed in Claim 2 in which communications between the Gateway and the Call Manager are mediated by the Gatekeeper, communications between the Gateway and the Gatekeeper being effected according to a first
5 protocol and those between the Gatekeeper and the Call Manager being effected according to a second protocol, the Gatekeeper being associated with translation means for translation between the first and second protocols.
11. A Call Centre as claimed in Claim 10 in which the translation means
10 includes a Domain Name Server.
12. A Call Centre as claimed in any one of the preceding claims in which the computer network comprises a LAN.
- 15 13. A Call Centre as claimed in Claim 10 in which the Gateway comprises apparatus local to the LAN.
14. A Call Centre as claimed in Claim 10 in which the Gateway comprises
20 apparatus remote from the LAN.
15. A Call Centre as claimed in Claim 14 in which the Gateway is connected to the LAN via a dedicated line.
16. A Call Centre as claimed in any one of the preceding claims including a
25 plurality of multimedia terminals connected to the network.
17. A Call Centre as claimed in Claim 16 in which the terminals are connected to the LAN at a corresponding plurality of network nodes.
- 30 18. A Call Centre as claimed in Claim 16 in which the terminals are connected to the LAN via a switch apparatus.

19. A Call Centre as claimed in Claim 16 in which a terminal, wishing to place a call on the network, is arranged to send a SETUP signal to the Gatekeeper.
20. A Call Centre as claimed in Claim 19 in which the said terminal is instructed
5 to send the SETUP signal by the Gatekeeper.
21. A Call Centre as claimed in Claim 19 in which the Call Manager continually monitors the activity of each of the terminals.
- 10 22. A Call Centre as claimed in Claim 21 in which the monitoring function is effected by the Gatekeeper acting on instructions from the Call Manager.
23. A Call Centre as claimed in Claim 8 in which call transfers are investigated by an International Telecommunication Union Q.932 standard FACILITY message
15 from the Gatekeeper to the Gateway.